

U. S. Department of State

**INTERAGENCY POST EMPLOYEE POSITION DESCRIPTION**

Prepare according to instructions given in Foreign Service National Handbook, Chapter 4 (3 FAH-2).

1. Post <div style="text-align: center;">ABIDJAN</div>	2. Agency <div style="text-align: center;">STATE</div>	3a. Position Number <div style="text-align: center;">97007295</div>		
3b. Subject to Identical Positions? Agencies may show the number of such positions authorized and/or established after the "Yes" block. <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No				
4. Reason For Submission <input checked="" type="checkbox"/> a. Redescription of duties: This position replaces (Position Number) <u>97-007189</u> , (Title) <u>Admin Assistant/Customer</u> (Series) <u>105</u> (Grade) <u>FP-8</u> <input type="checkbox"/> b. New Position _____ <input checked="" type="checkbox"/> c. Other (explain) <u>Hiring purpose</u>				
5. Classification Action	Position Title and Series Code	Grade	Initials	Date (mm-dd-yyyy)
a. Post Classification Authority	Housing Coordinator, FSN-105	FSN-5 (FP-9)		08-13-2014
b. Other				
c. Proposed by Initiating Office				
6. Post Title Position (If different from official title)		7. Name of Employee		
8. Office/Section		a. First Subdivision		
b. Second Subdivision		c. Third Subdivision		
9. This is a complete and accurate description of the duties and responsibilities of my position.		10. This is a complete and accurate description of the duties and responsibilities of this position.		
_____ Printed Name of Employee                      Date (mm-dd-yyyy)		_____ Printed Name of Supervisor                      Date (mm-dd-yyyy)		
Employee Signature		Supervisor Signature		
11. This is a complete and accurate description of the duties and responsibilities of this position. There is a valid management need for this position.		12. I have satisfied myself that this is an accurate description of this position, and I certify that it has been classified in accordance with appropriate 3 FAH-2 standards.		
_____ Printed Name of Chief or Agency Head                      Date (mm-dd-yyyy)		_____ Printed Name of Admin or Human Resources Officer                      Date (mm-dd-yyyy)		
Chief or Agency Head Signature		Admin or HR Officer Signature		

## 13. Basic Function Of Position

The Housing Coordinator liaises between all involved sections (Human Resources, Community Liaison Office, Housing, Property Management, Facilities Maintenance and Regional Security Office) to oversee and manage the rotation of residences between departing and arriving employees. The incumbent will act as the conduit between all service providers involved in the Make Ready process and the incoming or departing customer.

## 14. Major Duties and Responsibilities

\_\_\_\_\_ % of Time

## 20% of the Time

Monitors assignment cables and communicates with Human Resources (HR) to confirm incoming employees. Coordinates with the Community Liaison Office (CLO) to ensure social and office sponsors are assigned and carrying out their duties. Provides arriving employee with a housing survey and ensures of its timely delivery to the GSO covering the Housing portfolio for assignment at the appropriate Inter-Agency Housing Board meeting. Additionally, tracks outgoing personnel and contacts appropriate sections to assist in scheduling housing inspection and residential inventory, including assessment of damages to residences and their furnishings prior to employee's departure. Communicates said damages to the customer and Financial Management and confirms payment of any damages to the Embassy Cashier.

(See Addendum 1)

(Continue on blank sheet)

15. Qualifications Required For Effective Performance

- a. Education  
Completion of secondary school is required.
- b. Prior Work Experience  
One year general work experience required.
- c. Post Entry Training  
Training with American and LES supervisors and shadowing of all involved employees completing a Make Ready.  
Contracting Officer Representative (COR) training.  
Software training in eServices, ILMS, Outlook, and SharePoint.
- d. Language Proficiency: List both English and host country language(s) proficiency requirements by level (*II, III*) and specialization (*sp/read*).  
English - Level III speaking/reading/writing is required.
- e. Job Knowledge  
Experience in the maintenance of Excel spreadsheets. Incumbent must become familiar with the responsibilities of the various sections. Must be able to learn and comply with Department regulations that affect residential issues. Must have some basic or general knowledge of identifying sound housing infrastructure.
- f. Skills and Abilities  
Must have strong customer service instincts and ability to resolve customer requests and/or complaints in a productive and peaceful manner. Must be able to organize and prioritize tasks by using a coherent system. Must be resourceful and able to think creatively to find solutions. Must be willing to both motivate employees and hold them accountable for poor performance.

16. Position Element

- a. Supervision Received  
Direct supervision from the GSO and FMS US Direct-Hire employees.
- b. Supervision Exercised  
Assists other GSO Supervisors in the management of their sections' responsibilities in the Make Ready process.
- c. Available Guidelines  
Mission and General Services Operations procedures, policies and guidelines.
- d. Exercise of Judgment  
Advises the S/GSO and FMS Specialist on issues affecting customer service in their sections.
- e. Authority to Make Commitments  
Petty Cash user and Caller on BPAs. Can be COR for various contracts, to include the contract for cleaning services.
- f. Nature, Level, and Purpose of Contacts  
USG officials, American citizens, LE staff, ICASS customers, vendors and contracting businesses
- g. Time Expected to Reach Full Performance Level  
Three months

### **Addendum 1**

#### **20% of the Time**

Oversees the preparation of residences for arriving employees, to include chairing the Make Ready meeting and maintaining the appropriate documents to track progress. Holds individual sections accountable for their prescribed duties and follows up accordingly. Communicates on a regular basis with sponsor and new/future arrivals regarding the status of their assigned residences. Proactively provides information and photos of properties to the respective residents.

#### **20% of the Time**

Conducts thorough walk-throughs of residences prior to occupancy to ensure appliances and telephones are properly installed and functioning. In conjunction with POSHO and Warehouse/Procurement, verifies that residences are clean, safe and ready to be occupied. Makes note of any pending items that will not impede occupancy but need to be addressed and submits appropriate work orders for their completion to be scheduled. Identifies that appropriate furnishings have been provided in compliance with Post's Furniture and Appliance Pool (FAP) Policy. Verifies that a Welcome Kit has been delivered with the adequate quantity of items for the arriving family size.

#### **20% of the Time**

Contacts new arrivals within two working days of their move-in to ensure all basic requirements are met in their residences. Schedules a walk-through with them for housing orientation in coordination with the Facilities Maintenance Services (FMS) and the Regional Security Office (RSO) to show residents how to properly operate/shut off electricity, gas, and water, as well as properly maintain the distiller. Indicates location of safety devices such as smoke alarms and fire extinguishers. Assists the occupant in conducting their residential inventory and ensures that it is complete, signed and returned to the Non-Expendable Property (NEPA) section within 30 days of occupancy.

#### **20% of the Time**

Acts as an informal customer advocate for ICASS customers and agencies by following up on any complaints or unresolved issues as directed by the Supervisory General Services Officer (S/GSO). Proactively provides information to customers regarding GSO-related policies/procedures for distribution to all Americans through the CLO newsletter. Actively checks in with occupants and seeks suggestions for improvement. Identifies areas for energy-saving and cost-saving to USG.

#### **As Needed**

Provides security escort services in the Controlled Access Area (CAA).